Using Web Help Desk

To submit a ticket:

Go to http://helpdesk.spfk12.org and log in using the same credentials you use to log into your email.

On the next screen, you will be asked to submit a “Request Type” from a list in the pull down menu. Select whichever item sounds the closest to the problem you are experiencing.

As we all work with Web Help Desk, the Tech Department will continue to refine these selections to better help you find what you need. Once you’ve picked your request type, you’ll often see additional pull down menus appear which will give us more information to work with to resolve the problem.
Much like any other onscreen form, if you see a red asterisk, it means the field requires a response.

Once you’ve selected the response type, complete the Subject and Request Detail fields. In these fields, please give us as much detail as you can.

In the Feedback field, feel free to make a suggestion for ways to make the ticket system more helpful to you. Attach a file if you think it would better explain the problem (screen shots, etc.). Add your Asset Tag in the appropriate field then make sure your Location is correct (especially for you teachers that travel between buildings). The Room field is fairly self-explanatory but please note: if you’re putting in a ticket for a cart computer or desktop, please put the room number where it’s most likely that we can locate that computer.

Now that you’ve given us as much information as you have, click Save. That will take you to the next screen and give you your ticket number.

Have a question about a field? Click on the ? at the end of the field name for more information.
WHD will also send you an email with a link to your ticket so you can follow its progress.

To check on your ticket, you can click on the link or go to [http://helpdesk.spfk12.org](http://helpdesk.spfk12.org) and log in. After logging in, click on the History icon and all the tickets you’ve entered will be displayed; just select the ticket number to see what’s being done to resolve your problem: which tech is assigned, any notes or questions the tech has for you. By clicking the “Add Note” bubble, you can respond to the tech or if by some chance the problem has gone away, you can notify us so that we can close the ticket.

You will continue to receive emails from the system too as notes are added until your issue is resolved and the ticket is closed.
Some ticket tips:

- If you're putting in a ticket for a colleague, please include their name as part of the subject field so we can distinguish between tickets for yourself and tickets for someone else.
- You can always lump similar types of problems in a single ticket request. For example, you can create a ticket requesting several student accounts to be created by putting “Six new students in my class” and then listing the students’ names, student IDs and year of graduation in the request detail field.

As tickets are addressed, techs might see a problem/resolution happen often enough to warrant a FAQ to be created so others can help themselves or each other. Feel free to peruse the FAQ section by clicking on the icon on the top WHD banner.

Thank you for using the Web Help Desk system.